

Site Accreditation Report – Wellspring Inc., dba Wellfully

Completed: May 9th, 2018

Levels of Care Reviewed:

Substance Use Disorder (SUD) Services

Outpatient Services

Review Process: Wellfully was reviewed by Division of Behavioral Health staff for adherence to the Administrative Rules of South Dakota (ARSD) and Contract Attachments. The following information was derived from the on-site accreditation survey of your agency. This report includes strengths, recommendations, and citations for Plans of Corrections and results from reviewing policies and procedures, personnel and case file records, and conducting interviews with administration and agency staff.

Administrative Review Score: 89.0%

Combined Client Chart Review Score: 91.8%

Cumulative Score: 91.3%

ADMINISTRATIVE REVIEW SUMMARY

Strengths:

Wellfully is currently in the process of building a new facility that will allow the agency to continue to expand services to youth in the area. The new facility will continue to provide current services, expand medical and educational services, and create a youth development program called the LAB. The LAB (Life Above and Beyond) will allow youth to volunteer hours at the facility which will allow them to earn access to projects or classes at the facility. The classes will be led by volunteer community members and could include computer programming, culinary arts, theatre, music, photography, fine art, etc. Wellfully has strong community relationships through the volunteer program as well as with other treatment agencies in the community. Wellfully is committed to making their clients feel comfortable and welcome by ensuring the facility feels like home rather than a hospital. The leadership team is committed to quality staff and staff report positive feedback regarding the leadership team.

Recommendations:

1. According to ARSD 67:61:04:01 each agency shall have a policy and procedure manual to establish compliance. Wellfully has a policy and procedure manual that contains the updated ARSD rules however it would be beneficial to individualize their policy and procedure manual to fit specifically to the agency.
2. According to ARSD 67:61:05:12 each agency shall routinely check the Office of Inspector General's list of Excluded Individuals and Entities that each new hire as well as any current employee is not on the excluded list. While reviewing personnel files it was noted that The

agency checks the Medicaid exclusion list upon hire however do not check the list routinely after the initial check. Establish a procedure to check the exclusion list routinely to ensure full compliance with this rule.

Plan of Correction:

1. The contract attachment requires agencies to publicize priority services for pregnant women, women with dependent children and IV users. The prioritized service also needs to be documented in a policy. A policy for Limited English Proficient (LEP) will also need to be put in place. Please reference your contract attachment 1.
2. According to ARSD 67:61:05:01 each new staff member, intern, and volunteer shall receive the two-step method of Tuberculin skin test or a TB blood assay test to establish a baseline within 14 days of hire. Four personnel charts were reviewed and only two employees had their TB test completed within the 14 days of hire. Ensure that employees are receiving the TB skin test within 14 days of hire.

CLIENT CHART REVIEW SUMMARY

Strengths: Wellfully has a “mobile program” for youth in the Pine Ridge area that offers free integrated assessments to youth who may be in need of substance use disorder services, this program is beneficial for youth who cannot afford the assessment or have difficulties with transportation. Treatment plans are individualized and includes client input in the goals that were created. Integrated assessments contain detailed information and the charts include non-billable notes. Wellfully provides a continuum of services as many of their residential clients become involved in outpatient services.

Recommendations:

1. According to ARSD 67:61:07:12 a designated staff member shall conduct tuberculin screening for the absence or presence of symptoms with each client admitted within 24 hours of admission to determine if the client has been experiencing symptoms. Six charts were reviewed and three contained the appropriate TB screening. Create a process to ensure the accurate screening is completed on all clients within 24 hours of onset of services.
2. According to ARSD 67:61:07:05 an integrated assessment shall include behavioral observations or mental status of the client. Six charts were reviewed and four contained the client’s functioning within the assessment. The agency should ensure all required elements are addressed when assessments are completed even when one or more topic is not applicable to a particular client, so it is clear that all elements were assessed.

Plan of Correction: None